



Journey of Hope

Long Term Foster Care Program

Manager of Case Management Services

Reports to: Long Term Foster Care (LTFC) Program Manager

Hours: Full-time, exempt position with flexibility.

General Statement of Duties: The Manager of Case Management Services will be responsible for supervising the case manager of the Long Term Foster Care program in Journey of Hope. They will coordinate Case Management services. The Manager of Case Management Services will also carry a minimum of 4 cases in a case management capacity with the possibility of taking on more as needed. They will provide coverage to the case manager as needed. ORR (Office of Refugee and Resettlement) will have final approval of any candidate that is hired for this position.

Please Note: Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for client-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.

Essential Functions:

1. Promotes the Mission and philosophy of Holy Family Institute
2. Demonstrates leadership by modeling best practices
3. Maintains client confidentiality
4. Exhibits cultural competency and sensitivity
5. Collaborates on a multi-disciplinary team to ensure timely delivery of services
6. Oversees the coordination of case management services per the philosophy of the HART Model and Trauma-Informed Care
7. Oversees the development and implementation of intake assessment, individual service plan, family reunification, and discharge processes

8. Assists with staff orientation and training
9. Reviews, signs, and approves documentation to ensure timely filing of documents to maintain compliance standards
10. Maintains a caseload of 4 cases as a Case Manager, or more in times of temporary unforeseen needs
11. Develops and maintains professional and supportive relationship with all agency staff, volunteers, ORR, CYF, ICE, VERA, and community partners
12. Handles unanticipated events and crisis situations in a positive, constructive manner, communicating as necessary with clients, family members, sponsors, volunteers, and community leaders
13. Provides Program Manager with feedback about direct reports' performance and carries out staff disciplinary action as needed
14. Plans and conducts interdisciplinary team meetings to ensure delivery of services with a child-centered approach
15. Promotes independent living skills among residents, including acculturation services
16. Maintains and reports standards of quality and compliance in accordance with ORR, DPW, State licensing and HFI policies and procedures
17. Participates in the on-call rotation to support both the shelter and LTFC programs within Journey of Hope

Minimum Requirements:

Bachelor's degree required, Master's degree preferred, in human services, behavioral sciences, or social services. Must have 3 years of progressive employment experience that demonstrates supervisory and case management experience. Experience working with children and adolescents strongly preferred. Bilingual (English, Spanish, Pasto, or Dari) candidates strongly preferred. Must obtain Act 33, 34 and FBI Clearances. EOE.

COMMITMENT TO SOCIAL JUSTICE

Holy Family Institute and its affiliated organizations are committed to an environment that respects and values every human being and individual differences. We will invest time and resources to create an inclusive environment for all of our stakeholders. This means we will respect diversity that includes race, ethnicity, gender, socioeconomic status, education, disability, language, and sexual orientation. We also believe that we should be "Faithful Listeners" and embrace diversity of ideas, perspectives, and values. We believe in providing access, opportunity, fair treatment, and advancement for all people. Believing that "God is Found in Everyday Activities" we will do our best to eliminate barriers that prevent full participation in our programs and services. We believe "Loving Relationships" means that all are welcome, all are neighbors, and there are no exceptions. With this belief we aim to create an environment in which any individual or group can feel welcomed, respected, supportive, and valued.

Holy Family Institute is an Equal Opportunity Employer